

## TABLE OF CONTENTS

## NOTES

WALTER REED ARMY MEDICAL CENTER  
MEDICAL FAMILY ASSISTANCE CENTER  
LODGING  
INVITATIONAL TRAVEL ORDERS  
MEALS  
FINANCIAL ASSISTANCE  
TRANSPORTATION  
STAFF JUDGE ADVOCATE  
ARMY SUBSTANCE ABUSE PROGRAM  
MINISTRY AND PASTORAL CARE  
PATIENT RECREATION CENTER  
USO OF METROPOLITAN WASHINGTON  
MILITARY IDENTIFICATION CARDS  
COMMUNICATION  
POST LIBRARY  
FITNESS CENTER  
UNIFORMS/CIVILIAN CLOTHING  
ADDITIONAL INFORMATION  
GRIEF/MENTAL HEALTH/ SUPPORT  
DEPARTMENT OF SOCIAL WORK  
NATIONAL GUARD/ RESERVE COMPONENT LIAISON  
PATIENT REPRESENTATIVE  
TACTICAL SURGEON'S LIAISON OFFICE  
ARMY COMMUNITY SERVICE  
AMERICAN RED CROSS  
CHILD CARE  
ADDITIONAL INFORMATION

## ***Welcome to Walter Reed Army Medical Center.***

The staff of the Walter Reed Medical Family Assistance Center (MEDFAC) is here to assist you during your stay.

This booklet is designed to assist the families, next-of-kin, and patients who have been evacuated to Walter Reed Army Medical Center from Operation Iraqi Freedom (OIF) and Operation Enduring Freedom (OEF). Its contents will assist you in finding answers to questions regarding services available to you while at Walter Reed Army Medical Center.

We ask that you keep in mind that every situation is different. Every organization involved in assisting you will establish a partnership with you to ensure fair, equitable and non-duplicative assistance. Use this booklet as a guide, but always remember that the MEDFAC is available to you to answer your questions.

If you need information on a topic not included in this booklet, contact the Walter Reed Medical Family Assistance Center (MEDFAC) at (202) 782-2071 or toll free 1-866-546-1310, BLDG. 2, Third Floor, Room 3E01.

Louann F. Engle, LCSW  
CPT, MS  
Director, MEDFAC

## **Flower Shop**

Full flower and gift services  
BLDG 2, ground floor  
phone number: (202) 829-2626  
**0900-1700**, Monday through Friday  
**1000-1500**, Saturdays  
Closed on Sundays

## **Cleaners**

BLDG 1, 1st floor  
**0900-1700**, Monday through Friday

## **Pentagon Federal Credit Union (Members Only)**

**0830-1600**, Monday through Friday  
A non cash facility providing a full range of financial services.  
Automatic teller machines are located outside the credit union and on the main lobby of the hospital (building 2).

## **Forest Glen Annex**

Use the shuttle bus located at the 1<sup>st</sup> floor main entrance near the Hospital Information Desk.  
Commissary and PX services available.  
Please inquire at FAC for operational hours and further information.

## CHILD CARE

Hourly childcare is offered at the Child Development Center (CDC) at Forest Glen. Children must be registered at Central Registration, Building 11, Room. 1-101. **Parents must have their child's current shot record,** and they must complete some paperwork and pay a \$15.00 registration fee (check or money order only) per child (or \$35.00 total for 3 or more children). Then they must call the CDC @ (202) 782 – 5025 and reserve a slot for their child(ren) for the date and time that they want to use the hourly care. Hourly care is available from 7:00am-5:00pm, Monday-Friday.

## ADDITIONAL INFORMATION

### Mini Mall Shoppette

BLDG 1, 1st floor  
**0900-1700**, Monday through Friday

### Hospital PX

Main Hospital, 3rd floor  
**0900-1730**, Monday through Friday  
**1000-1400**, Saturday and Sunday

### Barber Shop

BLDG 1, 1st floor  
**0900-1700**, Monday through Friday

## WALTER REED ARMY MEDICAL CENTER

Walter Reed Army Medical Center (WRAMC) is committed to providing comprehensive health care and services to all military beneficiaries. An important factor in the recovery of health for every patient is the quality of family and community support.

During military operations, family and community support are especially critical in light of the need to coordinate services to allow for the family and community reunion process. Patients evacuated from a Theater of Operations and their family members expect the best possible support from military health care facilities throughout all echelons of medical care. In order for the reunion and recovery processes to function efficiently and effectively, close coordination is needed. This process will be facilitated through a coordinated effort of medical, administrative, and psychosocial supportive services of WRAMC through the Medical Family Assistance Center (MEDFAC).

Special consideration is given to personnel medically evacuated from military Theatres across the operational continuum. This includes Low, Medium, and High Intensity conflicts. It also includes Operations Other Than War, such as Humanitarian, Nation-Building, and Peacekeeping Operations.

## **MEDICAL FAMILY ASSISTANCE CENTER**

### **(MEDFAC)**

The MEDFAC staff is a team consisting of active duty officers and enlisted soldiers appointed by the Commanding General to coordinate resources and act as a point of contact for patients and their family members.

The MEDFAC Team has representatives from the following organizations: FAC staff, Patient Administration Division (PAD), Finance, Department of Social Work (DSW), Department of Preventive Medicine, DoD Deployment Health Center, Medical Holding Company, Patient Representative Office, Department of Ministry and Pastoral Care, Public Affairs Office (PAO), WRAMC Lodging Division, Army Emergency Relief (AER), Army Community Service Center (ACS), American Red Cross (ARC), USO (United Service Organization), Community Recreation Division, Directorate of Public Works and Transportation, and Judge Advocate General (JAG).

### **MISSION STATEMENT**

To provide compassionate, coordinated services to patients, next of kin and extended family members, with a primary focus on OIF/OEF soldiers.

## **ARMY COMMUNITY SERVICE**

The Army Community Service Center helps people find and use the services they need to maintain stability and meet the challenges of military life. Services are available to active duty and retired service members, their family members, Army civilian employees and reservists on active duty.

ACS provides welcome packets and Information and Referral Services at the MEDFAC.

### **Army Emergency Relief**

AER provides emergency financial assistance to active duty and retired service members and to eligible family members, including widows who have a valid emergency and need financial help. For more information, call (202) 782-3412/4383

## **AMERICAN RED CROSS**

The American Red Cross provides every air evacuated OIF/OEF patient with an ARC Comfort Care Bag. The ARC also has accepted donations of civilian clothing for soldiers returning from Operations Iraq and Enduring Freedom. FAC staff will assist with the needs of identification and distribution as determined. The ARC will be acknowledged as the donor of the items to the soldier. The ARC is located in BLDG. 2, Rm. 3E05. Open Mon - Fri from 8 a.m. to 4 p.m. Phone (202) 782 - 6362.

## PATIENT REPRESENTATIVE OFFICE

The Patient Representative Office is the liaison between patients, their families, and the medical center staff. It's primary goal is to work out problems and concerns at the lowest possible level while protecting the rights of patients and maintaining their privacy and dignity. The office is also a source of information for patients and their family members.

Through the Patient Representative Office, patients and family members can voice concerns and exchange ideas and opinions. It also gives patients and family members the opportunity to compliment the staff and offer suggestions. The office is in BLDG. 2 (main hospital), Room 3B01. Open Monday through Friday from 7:45 a.m. to 4:30 p.m. Phone (202) 782-6866.

## TACTICAL SURGEON'S LIAISON CENTER

This office serves as the in-processing and out-processing center for all OIF/OEF soldiers coming from Iraq, Kuwait and Afghanistan, and returning all soldiers back to their MOB Sites(NG/USAR) and Rear Detachment(AD). Along with the OIF/OEF, this office is responsible for the support of outpatients from Germany. If any soldier has any type of transition situation, this office has the answer, and if not, then we know where to get it. Located in BLDG. 2, Rm. 2D04. Phone (202) 782 - 3743.

## LODGING

The Mologne House is located on the WRAMC installation and strives to meet the needs of all OIF/OEF outpatients and family members. The standard cost is \$65.00 per night for OIF/OEF patients and families. Prices vary depending upon the room size. (Note: The Mologne House is able to bill the room cost for all **Active Duty** OIF/OEF patients to an Army account, thus avoiding the need for soldiers to have cash to pay for their rooms.)

If the Mologne House cannot accommodate a patient or family member, the Mologne House will refer the patient or family member to a local hotel.

The Fisher House is located on both the WRAMC installation and the Forest Glen Annex. Reservations for the Fisher House are for a minimum of 5 days and must be coordinated through the Department of Social Work Service.

## GROCERIES

The Main Hospital PX is located on the 3<sup>rd</sup> floor and is open 0900-1730, Mon – Fri; 1000-1400, Sat & Sun.

The old hospital (Building 1) has a PX on the first floor that contains a wider selection of items. It is open Monday through Friday from 9:00 a.m. to 5:00 p.m. Phone (202) 723-0369.

There is a Forest Glen Shuttle that goes to the Forest Glen Commissary and PX. For non-ID cardholders to gain access to the PX or Commissary, the patient's physician must sign a memo requesting PX/Commissary privileges for the family member. This memo will be taken to the WRAMC Executive Officer's Office (building 2, room 3A01) where a memo will be completed allowing PX/Commissary privileges for the family member. There is a Safeway located 3 blocks south of WRAMC.

### **INVITATIONAL TRAVEL ORDERS**

Family members of OIF/OEF patients, may be eligible for Invitational Travel Orders (ITO) that cover the cost of transportation and per diem. Two Primary Next of Kin (PNOK), as annotated on the DD93 of Seriously Ill/Very Seriously Ill (SI/VSII) patients, are eligible for ITOs. For non-OIF/OEF patients, ITOs do not include per diem.

Casualty Affairs Office (CAO) will work with Ft. Myer to request ITOs through DA CAO. Once approved the PNOK will be invited to travel. The soldier's home unit may also issue an ITO. If the PNOK travels prior to being issued the ITO, additional paperwork is required to request an exception.

### **Behavioral Health Service**

(Outpatient) social workers provide comprehensive psychosocial assessment and interventions for families, couples and individuals having difficulty adjusting to or coping with life circumstance issues and challenges.

Phone: (202) 782-6378

Location: Building 6, Borden Pavilion

Hours: 7:30 a.m. – 4:30 p.m., Monday-Friday

\*\* An on-call Social Worker is available for emergency Social Work Services during weekends, and after duty hours by calling the Administrator On Duty at (202) 782 - 7309.

### **ARMY NATIONAL GUARD/RESERVE COMPONENT LIASON**

LTC Dennis Ratashak  
North Atlantic Regional Medical Command  
Operations  
(202) 782-7410

SFC(P) Donna M. Balderston  
North Atlantic Regional Medical Command  
Operations  
(202) 782-3441

## UNIFORMS AND CIVILIAN CLOTHING

Civilian clothing and military uniforms may be obtained by calling or visiting the MEDFAC. OIF/OEF soldiers are authorized an issue of civilian clothing for travel from WRAMC to the next duty station or care center (this is a very recent legislative change).

## GRIEF/MENTAL HEALTH SUPPORT

The FAC can coordinate for family members to obtain individual support or group support through Social Work, the Chaplain's Office or other WRAMC Mental Health resources. Currently, the Department of Psychiatry offers a walk-in Family Support Group.

## DEPARTMENT OF SOCIAL WORK

### Behavioral Medicine Service

(Inpatient) social workers are key members of each inpatient ward's multi-disciplinary team and provide a variety of services to help patients and families address the non-medical concerns, worries, and problems that impact the healing process.

## MEALS

Meals are available at the following locations on the WRAMC Installation:

Main Hospital Dining Facility. 3<sup>rd</sup> Floor, Building 2 (Main Hospital).

- full breakfast: 0600-0900
- continental breakfast: 0900-1000
- grab and go: 1030-1330
- full lunch: 1100-1400
- short order: 1400-1500
- full dinner: 1600-1830

Walt's Express. 3<sup>rd</sup> Floor, Building 2 (Main Hospital).

- Mon - Fri 1015-1330

Mini Mall Café. BLDG 1 (Old Hospital), 1<sup>st</sup> floor.(202) 726-1568.

- Mon - Fri 0900-1400

Subway Restaurant. 1<sup>st</sup> floor lobby, Building 2 (Main Hospital).

- Mon - Fri 0700-2000
- Saturday 1000-1600

## MEALS CONTINUED...

### Mologne House Restaurant.

(202) 782-4194

#### -Breakfast

Monday – Friday 0700-1030

Saturday – Sunday 0900-1100

#### -Lunch

Monday – Friday 1130 - 1400

Saturday and Sunday 1100 - 1300

#### -Dinner

Sunday – Thursday 1630-2100

Friday and Saturday 1630-2000

#### **\*NOTE:**

*The cost of lodging and food is reimbursed upon completion of travel with ITO's.*

## ID CARDS

A senior NCO will escort all Outpatient OIF/OEF patients requiring ID cards to Building 11. The FAC staff will work with PAD to identify OIF/OEF patients who need ID cards. Arrangements will be made for inpatients who are bedridden.

## COMMUNICATION

Every OIF/OEF patient receives an long-distance telephone calling card in the Red Cross Comfort Care Bag. If additional cards are required, please visit the MEDFAC. Additionally, the MEDFAC has Internet access, world-wide DSN and long-distance telephone services for use by families and patients

## POST LIBRARY

The Post Library in BLDG. 1, Rm. D-110 has best sellers, books on tape, VHS movies and magazines. It also has Internet access. The library is open Mon – Fri from 8 a.m. to 4:45 p.m. For information call (202)782 – 6314.

## FITNESS CENTER

The Fitness Center is in BLDG. 88 on the main post. It's open Mon – Fri from 5 a.m. to 8 p.m., Sat from 9 a.m. to 4 p.m., and Sun from 10 a.m. to 2 p.m. For more information please call(202) 782 – 0537.



## **MINISTRY AND PASTORAL CARE**

The Department of Ministry and Pastoral care offers spiritual support 24 hours a day, 7 days a week. The main hospital chapel, located on the 3<sup>rd</sup> floor, room 3C, BLDG 2, offers various religious services including religious literature, communion and prayer for healing. The Chaplain's Office also may assist with temporary lodging for patients and families in need. Office Phone (202) 782-6305/Paging 782-1000

## **PATIENT RECREATION CENTER**

The Patient Recreation Center is located in BLDG. 41. The center is for both patients and their families. The center has a big screen TV and seating area, pool and ping-pong tables, a reading area, table games and arcade games. It's open Sunday from 1 to 8 p.m., Mon – Fri from 2 to 10 p.m., and Sat from noon to 9 p.m.

## **USO OF METROPOLITAN WASHINGTON**

United Services Organizations is chartered by Congress to meet the human service needs of the United States Armed Forces personnel and their families. The USO's mission is to ensure the welfare of the dedicated men and women of the Armed Forces in exchange for the protection and freedom they provide. In support of Operation Enduring Freedom and Iraqi Freedom, the USO has coordinated celebrity visits to patients, as well as distributed telephone calling cards, Food Gift Cards, and a wide variety of other comfort and entertainment items. USO Metro is located at: 228 McNair Road, BLDG. 405, Ft. Myer, VA 22211, telephone: 703-696-2552. [www.usometrodc.org](http://www.usometrodc.org)

## **FINANCIAL ASSISTANCE**

Finance is readily available to provide casual pay (\$50 to \$100) or advance pay against travel orders (cash). WRAMC Finance will need to go to a higher approval source to be able to provide for casual pay in excess of \$100. Patient Administration is readily available to assist with ensuring that all patients are traveling on appropriate orders with appropriate fund cites.

## **TRANSPORTATION**

The FAC has information readily available about the Metro Line and the Bus Lines that service WRAMC. Forest Glen Shuttle Service schedules are also available.

*Reagan National Airport:* M-F shuttles will depart WRAMC at 0500, 1000, and 1500

**\*\*For non-duty hours or to other airports, please call Admissions/AE office at (202) 782-6139/6140/6141.**

## **PARKING**

There is parking available at the Mologne House for guests of the Mologne House. Other family members may obtain a daily pass as they drive onto post or for longer stays they may obtain a longer pass at the Parking Office. The Parking Office is located in building 11, room G109. The Parking Office phone number is 202-782-6978 and its hours of operation are from 0700 to 1545 hours, Monday through Friday.

## **STAFF JUDGE ADVOCATE**

The Office of the Center Judge Advocate provides legal advice and services to the commander and staff of Walter Reed Army Medical Center and all subordinate, assigned, attached, or tenant organizations.

### **Claims**

The Claims Office can provide information or assistance with lost, damaged or destroyed items. Visit BLDG 1, Room D-201 or call (202) 782-1683 or 1684. Open Monday through Friday from 8 a.m. to 4 p.m.

### **Legal Assistance**

Powers of Attorney and Notary Public services are available without an appointment in BLDG. 1, Room D-201. Open Monday through Friday from 8 a.m. to 4 p.m. For help with legal problems such as domestic relations, leases, taxation, or will preparation, call the Legal Assistance Office at (202) 782-1550 for an appointment or referral.

**\*\*Center Judge Advocate staff members make ward visits to immobile patients who need emergency wills or powers of attorney. Information and forms for living wills and durable power of attorney for health care are available from ward nurses or the Admissions Office.**

## **Physical Evaluation Board**

Soldier's Legal Counsel counsels soldiers who disagree with the results of their informal Physical Evaluation Board and who decide to pursue a formal Physical Evaluation Board. Phone (202) 782-1677. The Physical Evaluation Board is located in BLDG. 1, 3<sup>rd</sup> floor, Rm 314.

## **ARMY SUBSTANCE ABUSE PROGRAM**

If you find that you are using alcohol and drugs to help you cope with PTSD symptoms, you are not alone. Many, if not most, people with PTSD try to manage their symptoms, by using substances. If you have been using alcohol and drugs as a way of coping, it is important to let your health care provider know so that you can be referred to ASAP for an assessment. If needed, treatment can be provided to help you abstain from mood altering chemicals and to help you learn alternate ways to cope with your symptoms.

For prevention of problems all are welcomed to attend the 2-day Alcohol and Drug Abuse Prevention held monthly.

The Army Substance Abuse Program (ASAP) is located in BLDG 6, 2<sup>nd</sup> floor. Telephone number is 202-782-3969.